

LIBRARY CIRCULATION ASSISTANT I

(Milwaukee Public Library)

The Milwaukee Public Library is committed to providing the highest quality of service to internal and external customers. In meeting this commitment, employees are expected to be knowledgeable, competent, dependable and courteous in the performance of their job responsibilities and to work cooperatively as part of a team. The incumbent takes advantage of opportunities to build both public understanding and support for libraries within the community. Employees are expected to be adaptable in a highly dynamic work environment.

PURPOSE: The Library Circulation Assistant I performs customer service functions in a proactive manner at the Milwaukee Public Library (MPL), assisting the public with checkout and registration, charging and discharging library materials, handling book retrieval and searches, entering information into the computer system, and assisting in clerical duties associated with book acquisition. The person in this position also sorts and shelves library materials. Work schedules include first and second shifts and weekend assignments to meet the needs of the Library.

ESSENTIAL FUNCTIONS:

- Verifies, sorts, and shelves library materials from the return desk, book drops, sorters, room use, and acquisitions.
- Reads shelves to maintain proper order and shifts and straightens collections.
- Processes materials for and from delivery.
- Searches for and retrieves materials.
- Staffs customer service desks, charging and discharging library materials.
- Collects fines and fees, including handling cash and using Virtual Merchant for credit card payments and refunds.
- Answers the telephone; responds to general inquiries regarding directions, events, and library services, both over the telephone and in-person.
- Assists the public with library card registration and the reporting and replacement of lost cards.
- Assists the public with self-service resources, including registering for library cards online.
- Troubleshoots RFID (radio-frequency identification) tag issues related to the check-in of library materials.
- Assists with the acquisition of new books and the discarding of old books.
- May assist with library opening and closing procedures, processing new supplies, sorting and delivering mail and materials, operating audiovisual equipment, photocopying and faxing, compiling statistical reports, updating records, and training staff.
- Performs other job-related duties as assigned.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENT:

1. Residency in the City of Milwaukee within six months of appointment and throughout employment.

DESIRABLE QUALIFICATIONS:

- High school graduation or completion of high school equivalency or GED test.
- Keyboarding skills and familiarity with computers.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Customer service and telephone etiquette skills.
- Interpersonal skills; ability to work effectively with fellow staff and the public.
- Oral and written communication skills.
- Ability to follow instructions and library policies.
- Ability to perform clerical work accurately and rapidly.
- Ability to sort alphabetically and numerically.

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- Computer and keyboarding skills.
- Knowledge of basic mathematics.
- Cash and credit card handling skills.
- Ability to safeguard library materials and equipment.
- Honesty, integrity, and ability to exercise discretion, use good judgment, and maintain confidentiality.
- Ability to plan and organize work and meet deadlines.
- Punctuality and reliability.
- Ability to transport objects weighing up to 20 pounds; ability to push and pull loads on wheels of up to 100 pounds.

THE CURRENT PAY RANGE (406) IS: \$27,574- \$35,041 annually with excellent benefits.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: training & experience evaluation, written or oral tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to an oral examination. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job. The examination will be held as soon as practical after **October 31, 2011**. *Receipt of applications may be discontinued at any time after this date without prior notice, however, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time and place of the examination.*

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